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APPLICATION NO.	FILING DATE	FIRST NAMED INVENTOR	ATTORNEY DOCKET NO.	CONFIRMATION NO.
09/235,065	01/21/1999	GREGORY A. DENTON	4366-27	5226

7590

06/17/2004

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EXAMINER

KNOWLIN, THUAN P

ART UNIT

PAPER NUMBER

2642

DATE MAILED: 06/17/2004

22

Please find below and/or attached an Office communication concerning this application or proceeding.

Office Action Summary

Application No.

09/235,065

Applicant(s)

DENTON ET AL.

Examiner

Thjuan P Knowlin

Art Unit

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– The MAILING DATE of this communication appears on the cover sheet with the correspondence address –
Period for Reply

A SHORTENED STATUTORY PERIOD FOR REPLY IS SET TO EXPIRE 3 MONTH(S) FROM THE MAILING DATE OF THIS COMMUNICATION.

- Extensions of time may be available under the provisions of 37 CFR 1.136(a). In no event, however, may a reply be timely filed after SIX (6) MONTHS from the mailing date of this communication.
- If the period for reply specified above is less than thirty (30) days, a reply within the statutory minimum of thirty (30) days will be considered timely.
- If NO period for reply is specified above, the maximum statutory period will apply and will expire SIX (6) MONTHS from the mailing date of this communication.
- Failure to reply within the set or extended period for reply will, by statute, cause the application to become ABANDONED (35 U.S.C. § 133). Any reply received by the Office later than three months after the mailing date of this communication, even if timely filed, may reduce any earned patent term adjustment. See 37 CFR 1.704(b).

Status

- 1) ☒ Responsive to communication(s) filed on 18 May 2004.
- 2a) ☐ This action is **FINAL**. 2b) ☒ This action is non-final.
- 3) ☐ Since this application is in condition for allowance except for formal matters, prosecution as to the merits is closed in accordance with the practice under *Ex parte Quayle*, 1935 C.D. 11, 453 O.G. 213.

Disposition of Claims

- 4) ☒ Claim(s) 67-80,82-97 and 99-118 is/are pending in the application.
- 4a) Of the above claim(s) _____ is/are withdrawn from consideration.
- 5) ☐ Claim(s) _____ is/are allowed.
- 6) ☒ Claim(s) 67-80,82-97 and 99-118 is/are rejected.
- 7) ☐ Claim(s) _____ is/are objected to.
- 8) ☐ Claim(s) _____ are subject to restriction and/or election requirement.

Application Papers

- 9) ☐ The specification is objected to by the Examiner.
- 10) ☒ The drawing(s) filed on 12 January 2000 is/are: a) ☒ accepted or b) ☐ objected to by the Examiner.
Applicant may not request that any objection to the drawing(s) be held in abeyance. See 37 CFR 1.85(a).
Replacement drawing sheet(s) including the correction is required if the drawing(s) is objected to. See 37 CFR 1.121(d).
- 11) ☐ The oath or declaration is objected to by the Examiner. Note the attached Office Action or form PTO-152.

Priority under 35 U.S.C. § 119

- 12) ☐ Acknowledgment is made of a claim for foreign priority under 35 U.S.C. § 119(a)-(d) or (f).
- a) ☐ All b) ☐ Some * c) ☐ None of:
- ☐ Certified copies of the priority documents have been received.
 - ☐ Certified copies of the priority documents have been received in Application No. _____.
 - ☐ Copies of the certified copies of the priority documents have been received in this National Stage application from the International Bureau (PCT Rule 17.2(a)).

* See the attached detailed Office action for a list of the certified copies not received.

Attachment(s)

- | | |
|--|---|
| 1) <input checked="" type="checkbox"/> Notice of References Cited (PTO-892) | 4) <input type="checkbox"/> Interview Summary (PTO-413)
Paper No(s)/Mail Date. _____ |
| 2) <input type="checkbox"/> Notice of Draftsperson's Patent Drawing Review (PTO-948) | 5) <input type="checkbox"/> Notice of Informal Patent Application (PTO-152) |
| 3) <input checked="" type="checkbox"/> Information Disclosure Statement(s) (PTO-1449 or PTO/SB/08)
Paper No(s)/Mail Date <u>18 and 19</u> . | 6) <input type="checkbox"/> Other: _____ |

DETAILED ACTION

Claim Rejections – 35 USC § 102

The following is a quotation of the appropriate paragraphs of 35 U.S.C. 102 that form the basis for the rejections under this section made in this Office action:

A person shall be entitled to a patent unless –

(b) the invention was patented or described in a printed publication in this or a foreign country or in public use or on sale in this country, more than one year prior to the date of application for patent in the United States.

1. Claims 67-80, 82-97, and 99-118 are rejected under 102(b) as being anticipated by Blaha (US 5,469,504).
2. In regards to claims In regards to claims 67, 71, 72, 75, 84, 85, 88, 89, 92, 100, 101, 105, 106, and 111, Blaha discloses a method of transferring a telephone call and associated data (col. 2 lines 32-50 and col. 2-3 lines 65-8), comprising: receiving, on a workstation (display terminal 26A) that is connected to a telephone (agent unit 18A) call, a request to transfer the telephone call to a destination (agent unit 18B) external to the workstation; the workstation establishing a data communications link between the workstation and the destination; the workstation transferring data associated with the telephone call to the destination via the communications link (col. 6 lines 39-65); the workstation receiving from the destination a telephone address of the destination (col. 3 lines 9-28 and col. 9 lines 17-24); and requesting from the workstation that a switch (switch 14B) external to the workstation transfer the telephone call to the telephone address of the destination (col. 6 lines 48-65).

3. In regards to claims 68, 102, and 112, Blaha discloses the method, wherein: the telephone call is connected to a telephone of the workstation (col. 5 lines 33-43); and the telephone address is a telephone number of a telephone of the destination (col. 6 lines 38-46).

4. In regards to claims 69, 86, 103, and 113, Blaha discloses the method, wherein: the workstation establishes the communications link with a presently-available one of a plurality of workstations included in the destination (col. 2 lines 32-50 and col. 3-4 lines 61-2).

5. In regards to claims 70, 87, 104, 107, and 114, Blaha discloses the method, wherein: the workstation establishing a data communications link comprises the steps of: the workstation requesting a data address of the destination from a destination selector; the destination selector selecting a data address of the destination from one of a plurality of destination data addresses; the destination selector providing the selected data address to the workstation; and the workstation establishing the communications connection with the selected data address of the destination (col. 6 lines 38-65).

6. In regards to claims 73, 83, and 90, Blaha discloses the method, further comprising: receiving a call transfer notification from the destination; and disconnecting the communications link with the destination after receiving the call transfer notification (col. 7 lines 31-52).

7. In regards to claims 74, 91, and 115, Blaha discloses the method, further comprising: determining a profile for the telephone call; referencing data in a destination selector to determine an appropriate data address for the data associated with the

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telephone call; and thereafter establishing the data communications link with the destination (col. 8 lines 33-55).

8. In regards to claims 76, 77, 78, 93, 94, 95, 108, 109, 110, 116, 117, and 118, Blaha discloses the method, wherein the selector comprises a location table containing an ordering of addresses and corresponding call handling applications (col. 4 lines 35-54 and col. 8-9 lines 33-2).

9. In regards to claims 79 and 96, Blaha discloses the method, wherein in the requesting step, the request to transfer the telephone call is sent to a format suitable for receipt by a computer-telephone interface link to a private branch exchange and wherein the workstation establishing step comprises: identifying a call-handling application associated with the destination (col. 4 lines 18-30); and determining whether the call-handling application is presently active (col. 8 lines 33-55).

10. In regards to claims 80, 82, 97, and 99, Blaha discloses receiving client information from a database, wherein the client information comprises the data in the transfer request (col. 5 lines 33-50 and col. 8 lines 21-55).

Response to Arguments

11. Applicant's arguments with respect to claims 67-80, 82-97, and 99-118 have been considered but are moot in view of the new ground(s) of rejection.

Conclusion

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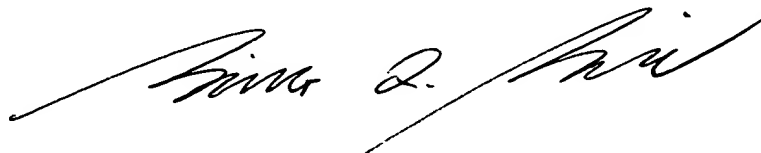
12. The prior art made of record and not relied upon is considered pertinent to applicant's disclosure. Edwards et al (US 6,650,748) teach multiple call handling in a call center. Miloslavsky et al (US 6,175,564) teach an apparatus and methods for managing multiple Internet protocol capable call centers.

13. Any inquiry concerning this communication or earlier communications from the examiner should be directed to Thjuan P Knowlin whose telephone number is (703) 308-1727. The examiner can normally be reached on Mon-Fri 8:00-4:30pm.

14. If attempts to reach the examiner by telephone are unsuccessful, the examiner's supervisor, Ahmad Matar can be reached on (703)305-4731. The fax phone number for the organization where this application or proceeding is assigned is 703-872-9306.

15. Information regarding the status of an application may be obtained from the Patent Application Information Retrieval (PAIR) system. Status information for published applications may be obtained from either Private PAIR or Public PAIR. Status information for unpublished applications is available through Private PAIR only. For more information about the PAIR system, see <http://pair-direct.uspto.gov>. Should you have questions on access to the Private PAIR system, contact the Electronic Business Center (EBC) at 866-217-9197 (toll-free).

Thjuan P. Knowlin
June 10, 2004



BING Q. BUI
PRIMARY EXAMINER